



## MPH Service - Frequently Asked Questions

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**Why can I not get data to download off of my Speedview?**

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**Why will my BEE III Wireless remote not work?**

**Why is my radar giving false speeds?** Verify that the antenna is not getting interference from other items internally in the car. The antennas can pick up fan noise from the cars blower or other items in the car and cause random speeds to show. If the fan is off, try removing the radar antenna from its bracket and move around in the car to see if the false speeds go away. Radar units are also susceptible to other interference in the vehicles from other equipment such as 2 way radios, video systems, and other electronic equipment. Be sure that the wiring for each piece of equipment is isolated from one another to help limit or prevent these issues.

**Why is my BEE III automatically switching from Moving to Stationary Mode as I am driving?** The newest model of the BEE III (2010 and later) has what is known as Dynamic Stationary Mode (explained more on Pg. 23 of the BEE III Manual). If the radar unit is connected to the vehicle via the VSS or CAN Buss Network, Dynamic Stationary Mode defaults to "ON" or DSN in the menu system of the radar. The Dynamic Stationary function can be accessed by 3 presses of the menu button on the remote. If the radar unit is connected to the VSS or CAN and Dynamic Stationary is to be used, the correct car must be selected in the menu to allow this to work correctly. If the wrong car is selected, the radar may go in and out of moving mode while the vehicle is in motion. The car selections can be found in the BEE III Manual on Pg. 38.

**Why is there a constant noise coming from my radar unit even when no traffic is present?** The noise that the radar picks up all the time is Doppler Audio. When the "Squelch" is turned on, the radar will only pick up this noise when a target is present. With Squelch off, the radar will have the tone of the Doppler Audio all the time. Squelch can be turned off through the menu system of the radar. Please refer to your specific radar model's manual for more information.

**Why did my Python III quit reading out targets?** A common item we see when a customer has this complaint is that the radar has been put in Same Lane Mode and the patrol officer is expecting to see target speeds of oncoming traffic. Same Lane Mode is only available in FS units in the Python Series of radar. There is a button on the remote that toggles between same and opposite lane. If the radar still will not read correctly when in the correct mode, please contact MPH Service for further troubleshooting tips.

**Why is my display on my trailer not showing any speeds?** There are a couple of items to check if you feel like the display is not display target speeds as you would expect. First, verify the indication in the small 7-Segment Display of the display. On some trailers this is viewed from the front side while on newer trailers you must open the door to the display box to see these. If there is an "n" or "nc" in the segments it indicates there is no communication from the radar antenna and there could be an issue with it or the wiring. If this is not the problem and you have a solar panel installed, check to see if the "Activate" LED is "ON". This is located on the Solar Regulator inside of the utility/battery box of the trailer near the power switch. If the "Activate" LED is on, the batteries have fell below the safe operational level and the trailer will need to be plugged into 120VAC to recharge the batteries.

**Why is my radar reading the wrong speeds with tuning forks?** If your radar is not reading the speeds as labeled on your tuning forks, be sure to verify that they are tuning forks manufactured by MPH Industries. With Ka units, different radar manufacturers operate at different center frequencies so the speed labeled on one radar manufacturers tuning forks may not read correctly on another manufacturers.

**Why does my Speedgun power on and then shut off and I can't get it to come back on?** The Speedgun is designed to shut off after initial startup if the switch is not pressed during start up. This is meant to keep it from running all the time and depleting the batteries. If the radar shuts off and will not come back on, the 4 AAA batteries in the handle are the most likely suspect. If replacing the batteries does not help, the Speedgun will most likely need to be serviced. The RMA form is available on the "Service and Support Tab" our website.

**Why does the LCD screen on my Speedlaser/Advantage have all black squares?** The LCD screen will black out if the LCD Contrast has been brightened too much. To correct this, press the "B" button on the back panel numerous times until the data on the LCD is again visible.

**Why is my LCD Screen on my Speedlaser/Advantage blank but the back light works?** If the LCD is blank and the backlight still turns on, most likely the LCD has been dimmed too far. This can be corrected by pressing "A" on the back panel numerous times until the LCD data is again visible.

**Why can I not get data to download off of my Speedview?** To get data to download off of your Speedview, turn the Speedview off and then insert the thumb drive. Then power up the unit, the status light will start blinking. After the status light becomes solid wait approximately 15 seconds before removing the Flash Drive. The data will then be downloaded to your flash drive. Once the data is transferred, it is no longer stored on the Speedview.

**Why will my Speedview Program not create a graph for my data?** Be sure that you have allowed enough data to be collected onto the Speedview before inserting the flash drive. A very short survey may not collect enough information to create the proper file to create the information needed.

**Why will my BEE III Wireless remote not work?** The BEE III wireless remote is powered by 2 AA Batteries. If no functions of the remote work, remove the battery cover and replace the batteries. If this does not work, the unit has another issue and will need to be sent in for service.